

BUSINESS SUPPORT SUPERVISOR #241

\$82,743 TO \$124,112 annually

Hiring Range: \$82,743 - \$103,427.50 annually

Final Filing Date: Open Until Filled – First Review of Applications: Monday, April 4, 2005

THE POSITION

This is a new position overseeing several existing functions that have been reorganized under this new section of Business Support. Under administrative direction, the new supervisor will direct, manage, supervise, and coordinate the business support functions of the organization including administrative assistance to the Regional Council, Department and Executive Directors, records storage, facilities management, office supplies, mail room, copy center, and reception; coordinate assigned activities with the Regional Council, other SCAG departments and divisions and outside agencies.

THE IDEAL CANDIDATE TRAITS...

- Seasoned supervisor/manager
- Outstanding interpersonal skills
- Outstanding organizational skills
- Demonstrated ability to successfully work with all levels in organization
- Innovative
- Resourceful
- Creative
- Adaptable to changing priorities

EXAMPLES OF DUTIES

- Exercises direct supervision over administrative staff.
- Assume management responsibility for all Business Support services and activities including administrative support to the Regional Council and Department and Executive Directors; records storage, facilities management, office supplies, mail room, copy center, office equipment and reception.
- Continuously monitor, analyze and evaluate the efficiency and effectiveness of service in terms of completeness, accuracy and timeliness; assess and monitor workload and administrative and support systems; implement improvements.
- Plan, direct, coordinate and review the work plan for Business Support; meet with staff to identify and resolve problems; coordinate and assign work activities, projects, and programs; monitor work flow; review and evaluate work products, methods, and procedures; determine and implement coverage schedules.
- Select, train, motivate and evaluate assigned personnel; determine training needs and provide or coordinate staff training; develop and implement cross training procedures; work with employees to correct deficiencies; initiate informal measures to correct misconduct or make recommendations for formal discipline.
- Serve as liaison for Business Support with the Regional Council, policy committees, SCAG departments and divisions, and outside agencies; negotiate and resolve support issues; oversee meeting/event preparation and coordination; review policy and task force meeting agendas and minutes for consistency and format; attend weekly director meetings to determine upcoming support needs of the organization; take and prepare director meeting minutes; meet regularly with divisions managers to assess their needs and determine appropriate support.
- Serve as SCAG's Records Officer; establish and maintain a records management program, including the development and maintenance of an electronic record keeping system, destruction

schedule and a disaster recovery program, oversee and coordinate with each department the maintenance of inventory of records.

- Manage and participate in the development and implementation of goals, objectives, policies, and priorities; recommend appropriate services and staffing levels; recommend and administer policies and procedures; prepare and maintain manuals and other materials describing procedures and standards for travel arrangements, agenda preparation, meeting minute preparation, correspondence, report formats and other business support activities.
- Manage and participate in the development and administration of Business Support annual budget; direct the forecast of additional funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; direct and implement adjustments as necessary.
- Participate on a variety of committees and task forces; attend and participate in professional group meetings; stay abreast of new trends and innovations that affect administrative support.

MINIMUM QUALIFICATIONS

Any combination of training and experience that demonstrates attainment of the required knowledge and ability to perform the required work (with reasonable accommodation if needed):

Education, Training & Experience: Equivalent to eight years of responsible office management experience including four years of supervisory experience and a Bachelor's degree from an accredited college or university with major course work in public administration, business or a related field. Additional supervisory experience may substitute for a degree on a year-for-year basis.

Knowledge of:

- Organization and management practices as applied to the analysis and evaluation of business support programs, policies and operational needs
- Supervisory and management techniques
- Office and facilities management
- Records storage practices and principles
- Project management principles and practices
- Business applications including word processing, spreadsheets, database and presentation software
- Agency administrative tools
- Public meeting laws and procedures
- Public relations principles and practices
- Modern and complex principles and practices of records management
- Principles of supervision, training, and performance evaluation
- Pertinent Federal, State, and local laws, codes, and regulations
- Safe driving principles and practices.

Skill to:

- Operate modern office equipment including computer equipment and software
- Operate a motor vehicle safely.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient Operations Division services.
- Manage, direct, and coordinate the work of management, professional, technical, and administrative personnel.
- Select, supervise, train, and evaluate staff.
- Identify and respond to SCAG MIS issues, concerns, and needs.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare and administer budgets.
- Prepare clear and concise administrative and financial reports.
- Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
- Communicate clearly and concisely, both orally and in writing.

Special Requirements: Ability to work in a standard office environment including computer equipment and software; ability to travel to different sites and locations; operate a motor vehicle safely; possession of, or ability to obtain, an appropriate, valid driver's license.

APPLICATION AND SELECTION PROCEDURE

Applicants **must submit a completed SCAG application and supplemental questionnaire** to:

Southern California Association of Governments

Attn: Human Resources Office
818 West 7th Street, 12th Floor
Los Angeles, California 90017
(213) 236-1910
www.scag.ca.gov

Completed SCAG applications must be received by Human Resources no later than 5:00 p.m. on the final filing date. Postmarks will not be accepted. All completed application materials will be reviewed. A limited number of the most qualified candidates will be selected to participate in the selection process based on the application, supplemental questionnaire, and other written information submitted which clearly demonstrates the relevant breadth and depth of applicable training, experience, and education for the position. Selection process may include a written exam (qualifying), panel interview, and/or other testing as deemed appropriate. All applicants who meet the minimum qualifications are not guaranteed advancement through subsequent phases of the examination process.

EMPLOYMENT INFORMATION

- Before employment, applicants will be required to provide documentation that verifies their proof of eligibility to work in the United States.
- Reference checking will be done prior to hire. A thorough background check including a review of criminal history, DMV report, and financial history may be conducted for certain classifications.
- Pre-employment medical and drug screening may be required prior to hire.
- Employees are required to serve a one-year probationary period. Supervisor, manager and director positions are employed through an annual contract.

EMPLOYEE PROGRAMS AND BENEFITS

- **Insurance Coverage:** Employees may choose from two HMO and two PPO CalPERS health plans and two dental plans. SCAG contributes \$550 towards insurance premiums with the cost difference paid out in cash. Dental and vision insurance is provided at no cost to employees. Life insurance, in the amount of \$100,000 is provided by SCAG. Short term and long term disability insurance plans are provided by SCAG.

- **Retirement:** Employees become members of the Public Employees' Retirement System (PERS) 2% @ 55 plan. SCAG pays the employee's 7% contribution. ICMA and CitiStreet 457 deferred compensation plans are available. Employees do not pay Social Security.
- **Holidays:** A total of 13 paid holidays – 9 designated and 4 floating – are provided annually.
- **Vacation:** Ten to twenty days per year, depending on length of experience.
- **Sick Leave:** Employees accrue sick leave at the rate of one day per month.
- **Health and Dependent Care Reimbursement Account:** A tax-exempt savings plan is offered to pay eligible expenses associated with health and dependent care.
- **Rideshare/Transportation Incentive Program:** SCAG pays up to \$155 towards monthly bus pass, vanpool and Metrolink pass, or \$35 per month for ridesharing. In order to receive this benefit, employees must utilize one of the listed options at least 13 days per month.
- **Flexible Time/Modified Work Week:** Some employees may work a modified 9-80 work schedule, with every other Friday off. SCAG offers a flexible work schedule to allow employees some flexibility on daily work hours.
- **Other Benefits:** SCAG offers credit union membership in the E-Central Credit Union. Employees may have their paychecks automatically deposited. A tuition reimbursement program is offered to employees.

THE ORGANIZATION

The Southern California Association of Governments (SCAG) is a regional planning agency and a Council of Governments, established in 1965. SCAG works to develop long-range policies and action plans to address issues of regional and sub-regional concern and to help local agencies meet Federal and State planning mandates. SCAG serves as a center for information exchange on a broad range of transportation, growth management, environmental, infrastructure and institutional issues and also as the regional rideshare services agency. The SCAG region includes six counties, one hundred eighty-seven cities, 38,000 square miles and a population of 18 million. For more information on SCAG, please visit our website at www.scag.ca.gov.

THE LOCATION

The main SCAG offices are located in bustling downtown Los Angeles. Los Angeles (L.A.) is located on the beautiful California Coast, and offers a year-round Mediterranean climate. The area is known for its cultural venues, sports centers, garment and jewelry districts, high-rise buildings, shopping, tourist attractions, fine restaurants, zoos, and museums. It is home to such professional sports organizations as the L.A. Lakers, Clippers, Sparks, Kings, and Dodgers. Downtown L.A. is easily accessible by Metrolink train, underground Metro, and bus.

EQUAL EMPLOYMENT OPPORTUNITY

SCAG is an equal employment opportunity employer. All personnel policies and programs are administered without regards to race, color, religion, political belief, age, national origin, sex, disability, cultural background, or sexual orientation. If you require assistance to participate in this recruitment, please call the Human Resources Office at (213) 236-1910.